



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 01-31-Phase III

February 6, 2012

Petition of Verizon New England Inc. to Waive Certain Results Under its Retail Service Quality Plan.

NOTICE OF PUBLIC HEARING

On November 14, 2011, Verizon New England Inc. ("Verizon") filed a petition with the Department of Telecommunications and Cable ("Department") seeking relief pursuant to Paragraph E of its Massachusetts Retail Service Quality Plan as a result of certain *force majeure* events that occurred in August and September 2011. Verizon seeks to exclude from the calculation of its performance metrics, certain data measurements taken during the *force majeure* events in three performance categories: Troubles Cleared Within 24 Hours – Business; Repair Resolution Center Average Speed of Answer; and, Directory Assistance Average Speed of Answer.

On January 4, 2012, Verizon filed an additional petition with the Department seeking to exclude from the calculation of its Repair Resolution Center Average Speed of Answer performance metric, measurements taken in the four days following the severe weather event of October 29, 2011.

Verizon's November 14, 2011 and January 4, 2012 petitions have been consolidated and docketed as D.T.C. 01-31-Phase III and is a formal adjudicatory proceeding conducted pursuant to G. L. 30A and 220 C.M.R. § 1.00, *et seq.* of the Standard Adjudicatory Rules of Practice and Procedure. The Department will hold a public hearing to receive comments regarding Verizon's petitions. The public hearing will take place at:

10:00 A.M.
March 2, 2012
Department of Telecommunications and Cable
1000 Washington Street
Hearing Room 1-F
Boston, MA 02118

Any person who wishes to file written comments or to participate in this proceeding must file their comments or a written petition for leave to intervene with:

Catrice C. Williams, Secretary
Department of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston, MA 02118-6500
617-305-3580
catrice.williams@state.ma.us

Written comments or petitions for leave to intervene or to participate must be filed by 5:00 P.M. on March 2, 2012. All written comments or petitions should be submitted to the Department in electronic format by e-mail attachment to dtc.efiling@state.ma.us. Any such filings must be served on counsel for all parties. The current service list is available from the Department. All filings must specify: (1) an easily identifiable case caption; (2) the docket number; (3) the petitioner; (4) the name of the person submitting the filing; (5) that person's title, if any; and (6) a brief descriptive title of the document (e.g., petition to intervene or participate). All petitions must satisfy the substantive requirements of 220 C.M.R. § 1.03, and should also

include the name, title, and telephone number of a person to contact in the event of questions about the filing.

Any questions regarding this proceeding should be directed to Catrice C. Williams at catrice.williams@state.ma.us or at 617-305-3580.